

ORIGINAL



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RECEIVED

BEFORE THE ARIZONA CORPORATION COMMISSION

GARY PIERCE
Chairman

2012 MAR -1 P 4: 27

BOB STUMP
Commissioner

AZ CORP COMMISSION
DOCKET CONTROL

PAUL NEWMAN
Commissioner

Arizona Corporation Commission
DOCKETED

SANDRA D. KENNEDY
Commissioner

MAR - 1 2012

BRENDA BURNS
Commissioner

DOCKETED BY

IN THE MATTER OF THE APPLICATION)	DOCKET NO. W-01303A-11-0101
OF ARIZONA-AMERICAN WATER)	
COMPANY FOR A WAIVER UNDER)	NOTICE OF FILING AFFIDAVIT
A.A.C. R14-2-806 OR, IN THE)	
ALTERNATIVE, NOTICE OF INTENT TO)	
REORGANIZE UNDER A.A.C. R14-2-803)	

In compliance with Decision No. 72668, attached is the Affidavit of Rebecca Stenholm, in relation to the customer notice required by the Decision.

RESPECTFULLY SUBMITTED this 1st day of March, 2012.

LEWIS AND ROCA LLP

Thomas H. Campbell
Michael T. Hallam
40 North Central Avenue
Phoenix, AZ 85004

ORIGINAL and thirteen (13) copies of the foregoing filed this 1st day of March, 2012, with:

The Arizona Corporation Commission
Utilities Division – Docket Control
1200 W. Washington Street
Phoenix, Arizona 85007

1 Copy of the foregoing hand-delivered
2 this 1st day of March, 2012, to:

3 Steve Olea
4 Utilities Division
5 Arizona Corporation Commission
6 1200 W. Washington Street
7 Phoenix, Arizona 85007

8 Teena Jibilian, Administrative Law Judge
9 Hearing Division
10 Arizona Corporation Commission
11 1200 W. Washington Street
12 Phoenix, Arizona 85007

13 Janice Alward, Chief Legal Counsel
14 Legal Department
15 Arizona Corporation Commission
16 1200 W. Washington Street
17 Phoenix, Arizona 85007

18 Copy of the foregoing mailed
19 this 1st day of March, 2012, to:

20 Daniel Pozefsky
21 RUCO
22 1110 W. Washington, Suite 220
23 Phoenix, AZ 85007

24 Robert Rials, President
25 Corte Bella Country Club
26 Association, Inc.
27 22155 N. Mission Drive
28 Sun City, AZ 85375

29 Jay L. Shapiro
30 Patrick J. Black
31 Fennemore Craig, PC
32 3033 N. Central Ave, Suite 2600
33 Phoenix, AZ 85012

34 Andrew M. Miller,
35 Town Attorney
36 Town of Paradise Valley
37 6401 E. Lincoln Drive
38 Paradise Valley, AZ 85253

39 Maher M. Hazine
40 36506 N. Daisy Mountain Drive, Suite 122-488
41 Anthem, AZ 85086

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Michael D. Bailey
James Gruber
Surprise City Attorney's Office
16000 N. Civic Center Plaza
Surprise, AZ 85374

County Appellate

1 BEFORE THE ARIZONA CORPORATION COMMISSION

2 GARY PIERCE
Chairman

3 BOB STUMP
4 Commissioner

5 PAUL NEWMAN
Commissioner

6 SANDRA D. KENNEDY
7 Commissioner

8 BRENDA BURNS
Commissioner

9 IN THE MATTER OF THE APPLICATION)
10 OF ARIZONA-AMERICAN WATER)
11 COMPANY FOR A WAIVER UNDER)
12 A.A.C. R14-2-806 OR, IN THE)
ALTERNATIVE, NOTICE OF INTENT TO)
REORGANIZE UNDER A.A.C. R14-2-803)

DOCKET NO. W-01303A-11-0101

13 Affidavit

14 1. My name is Rebecca Stenholm, and I am employed by EPCOR Water
15 as the Director, Public & Government Affairs. My business address is 2355 W. Pinnacle
16 Peak Road, Suite 300, Phoenix, AZ 85027.

17 2. I am submitting this affidavit on behalf of Arizona-American Water
18 Company now doing business as EPCOR Water¹, the applicant in the above-captioned
19 docket.

20 3. As part of my job duties, I supervised the provision of the customer
21 notice required by Decision No. 72668 (the "Notice"), a copy of which is attached as
22 Exhibit A to this Affidavit.

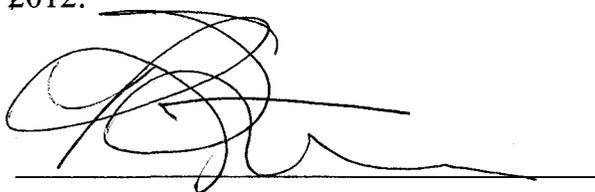
23 4. On February 13, 2012, the Notice was mailed to all customers of
24 Arizona-American.

25 5. Proof of postage is attached as Exhibit B to this Affidavit.
26

¹ Effective 2-1-2012 Arizona-American Water Company was acquired by EPCOR Water.

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Dated this 28th day of February, 2012.



State }
County }

Subscribed and Sworn to before me on Feb. 28, 2012.

Name: Courtney Appelhan

My Commission Expires: June 22, 2014



EXHIBIT A

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2355 West Pinnacle Peak Road, Suite 300
Phoenix, AZ 85027

epcor.com

A NEW NEIGHBOR, LOOKING FORWARD TO SERVING YOU.

Ownership of Arizona American Water transfers to EPCOR Water (USA) Inc.

We are pleased to announce that ownership of Arizona American Water was recently transferred to EPCOR Water (USA) Inc. This acquisition was announced in 2011 and was approved by the Arizona Corporation Commission in Decision No. 72668 dated November 17, 2011.

With over 100 years of experience, EPCOR is a trusted provider of water and wastewater services to over one million customers and is a recognized leader in environmental commitment, water quality, and service.

We look forward to getting to know you and becoming an active member of your community.

Billing and customer care is transitioning to EPCOR in March

During the month of March, billing and customer care will be transitioned from American Water to EPCOR.

Your satisfaction is important to us and our goal is to impact you as minimally as possible.

Your account number will stay the same and you'll still call **1-800-383-0834** to reach a customer care representative. You'll notice your bill will begin coming from EPCOR and you'll have access to the same bill payment options you currently do.

You'll also find all information about your community's water at epcor.com.

We're here to help!

We are committed to keeping you informed and guiding you through any actions you may need to take. Look for future communications to come in your mail.

If you have any questions, please call: **1-800-383-0834**

To learn more about EPCOR's acquisition of Arizona American Water please visit: epcor.com/aw. We're looking forward to serving you.

PLEASE SEE REVERSE FOR A PREVIEW OF THE EPCOR BILL FORMAT YOU WILL RECEIVE BEGINNING IN MARCH.



TAPPING INTO A FRESH NEW LOOK FOR YOUR WATER BILL... Beginning with your March statement

SAME CUSTOMER CARE
TELEPHONE NUMBER

NEW WEBSITE AND EMAIL
ADDRESS

YOUR CONSUMPTION

YOUR ACCOUNT NUMBER

YOUR DISTRICT NAME

NEW REMITTANCE ADDRESS



Questions/Emergencies
1-800-383-0834

24 hrs / 7 days a week

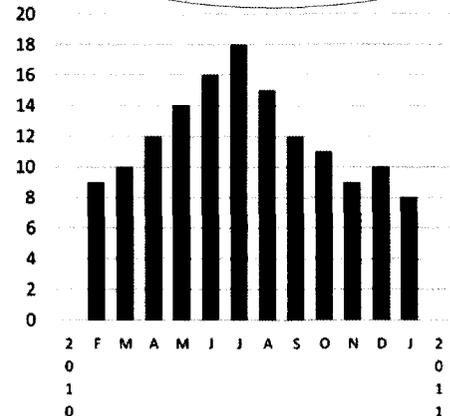
www.epcor.com
mywater@epcor.com

Bill date: Month Day, 2012

Jane Smith
#12, 345 Street
City Name, AZ
123456

Your water bill

Monthly Usage in 1000 gallons



Your account
Account Number: 12-1234567-1
District: Agua Fria

Your balance	
Amount of your last bill	\$52.20
Your payments as of February 10, 2012 (thank you)	-\$52.20
Amount overdue from your last bill (due immediately)	\$0.00
Current Charges (due March 6, 2012)	\$38.91
Amount Due	\$38.91

AMW761 PS2 P1M1A

Account Number: 12-1234567-1

Amount Due: \$ XXXX
Due Date: Month Day, 2012



Amount Paid: \$

Pay your bill online, by phone or mail.
See back for details.

Jane Smith
#12, 345 Street
City Name, AZ
123456

EPCOR Water
PO Box 80036
Prescott, AZ 86304-8036



EXHIBIT B

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United States Postal Service
Postage Statement — Standard Mail

Comments: 300

Post Office: Note Mail Arrival Date & Time
(Do Not Round-Stamp)

MAILER	Permit Holder's Name and Address and Email Address, if Any PRIME INVESTMENTS 1755 S HORNE MESA AZ 85204-6545	Telephone (480)-632-8100 Extension	Name and Address of Mailing Agent (If other than permit holder) PRIME INVESTMENTS 1755 S HORNE MESA AZ 85204-6545	Telephone (480)-632-8100 Extension	Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder) BNA COMMUNICATIONS/EPCOR PO BOX 632940 SAN DIEGO CA 92163
	CAPS Cust. Ref. No. _____ CRID _____		CRID _____		CRID _____

MAILING	Post Office of Mailing PHOENIX, AZ 85026	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Catalogs <input type="checkbox"/> Flats <input type="checkbox"/> Marketing Parcels <input type="checkbox"/> Parcels - Machinable <input type="checkbox"/> Parcels - Irregular <input type="checkbox"/> CMM	Mailing Date <u>2/13/12</u>	Federal Agency Cost Code	Statement Seq. No. AZ LTR	No. of Containers 1' MM Trays 2' MM Trays 2' EMM Trays Total Trays Flat Trays Sacks Pallets Other
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		Weight of a Single Piece 0.0400 pounds	Combined Mailing <input type="checkbox"/> Mixed Class <input type="checkbox"/> Single Class	Total # of Pieces in Mailing 99,873	
	Permit # 5300	For Mail Enclosed Within Another Class <input type="checkbox"/> Periodicals <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post			Total Weight 3,994.9200	

For Automation Price Pieces, Enter Date of Address Matching and Coding: 1/26/2012

For Carrier Route Price Pieces, Enter Date of Address Matching and Coding: 1/26/2012

For Carrier Route Price Pieces, Enter Date of Carrier Route Sequencing: 1/26/2012

For pieces bearing a simplified address enter date of delivery statistics file or alternative method

Move Update method: Ancillary Service Endorsement FASTforward NCOALink ACS Alternate Method Multiple OneCode ACS n/a Alt. Address Format

Parts Completed (Select all that apply) A B C D E F G H L M S NSA

<input type="checkbox"/> Mailpiece is a product sample.			
<input type="checkbox"/> Letter-size or flat mailpiece contains DVD/CD or other disk.			
1	Subtotal Postage (Add Parts Totals)		21,543.45
2	Price at Which Postage Affixed (Check one) Complete if the mailing includes pieces bearing metered or precanceled stamps. <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	pcs. x \$ =	Postage Affixed
3			Incentive/Discount Flat Dollar Amount
4			Fee Flat Dollar Amount
5	Permit # _____		Net Postage Due (Line 1 +/- Lines 2, 3, 4)

Additional Postage Payment (State reason): _____

For postage affixed add additional payment to net postage due; for permit imprint add additional payment to total postage: _____

Postmaster: Report Total Postage In: AIC-130

(Permit Imprint Only) _____

Total Adjusted Postage Affixed: _____

Total Adjusted Postage Permit Imprint: _____

CERTIFICATION

Incentive/Discount Claimed: _____ Type of Fee: _____

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment. Privacy Notice: For information regarding our Privacy Policy visit www.usps.com.

Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form PRIME INVESTMENTS Barbara Arce	Telephone (480)-632-8100 Extension
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NOTION USPS BP EO S CT O ML PO LN EE OT NE DS IT NE S	Weight of a Single Piece _____ pound	Are postage figures at left adjusted from mailer's entries? if yes, reason: _____ [] Yes [] No	NOTION USPS BP EO S CT O ML PO LN EE OT NE DS IT NE S
	Total Pieces: _____ Total Weight: _____		
	Total Postage: _____		
	Presort Verification Performed? (if required) <input type="checkbox"/> Yes <input type="checkbox"/> No		
	I CERTIFY that this mailing has been inspected for each item below if required: (1) eligibility for postage prices claimed; (2) proper preparation (and presort where required); (3) proper completion of postage statement; (4) payment of annual fee; and (5) sufficient funds on deposit (if required).		

Date Mailed: _____	Contact: _____
By (Initials): _____	Time: _____ AM PM
USPS Employee's Signature: _____	Print USPS Employee's Name: _____

Round Stamp (Required)
Payment Date: _____

32704